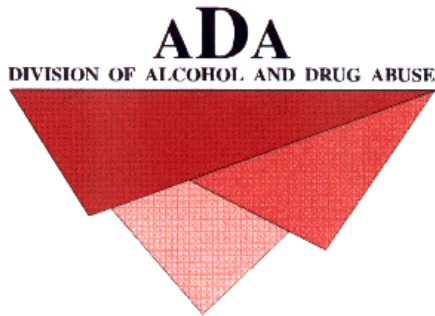


2001
Consumer Satisfaction
for
**Burrell Behavioral Health
Springfield**
Community-based Services

Division of Alcohol and Drug Abuse
Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health



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*Thanks to the many people who
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Thanks to the members of the
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August 2001

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services
Comprehensive Psychiatric Services

Agency: Burrell Behavioral Health

Data: Total ADA & CPS

Demographics

		Total State Survey Returns			Agency Survey Returns		
		ADA/CPS	ADA	CPS	ADA/CPS	ADA	CPS
SEX	Male	49.2%	58.7%	43.8%	47.3%	80.0%	45.8%
	Female	50.8%	41.3%	56.2%	52.7%	20.0%	54.2%
RACE	White	77.3%	66.9%	83.2%	92.3%	95.0%	92.1%
	Black	17.0%	28.0%	10.8%	2.5%	0%	2.7%
	Hispanic	1.1%	1.3%	1.0%	0.8%	0%	.8%
	Native American	1.5%	1.4%	1.6%	1.1%	0%	1.2%
	Pacific Islander	0.1%	0.1%	0.1%	0.4%	2.5%	.3%
	Other	3.0%	2.3%	3.4%	2.9%	2.5%	2.9%
MEAN AGE		37.38	32.39	40.25	38.53	15.50	39.62
	0-17	10.8%	13.9%	9.0%	12.0%	100.0%	7.8%
	18-49	70.8%	79.5%	65.8%	65.5%	0%	68.6%
	50+	18.4%	6.6%	25.1%	22.5%	0%	23.6%

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

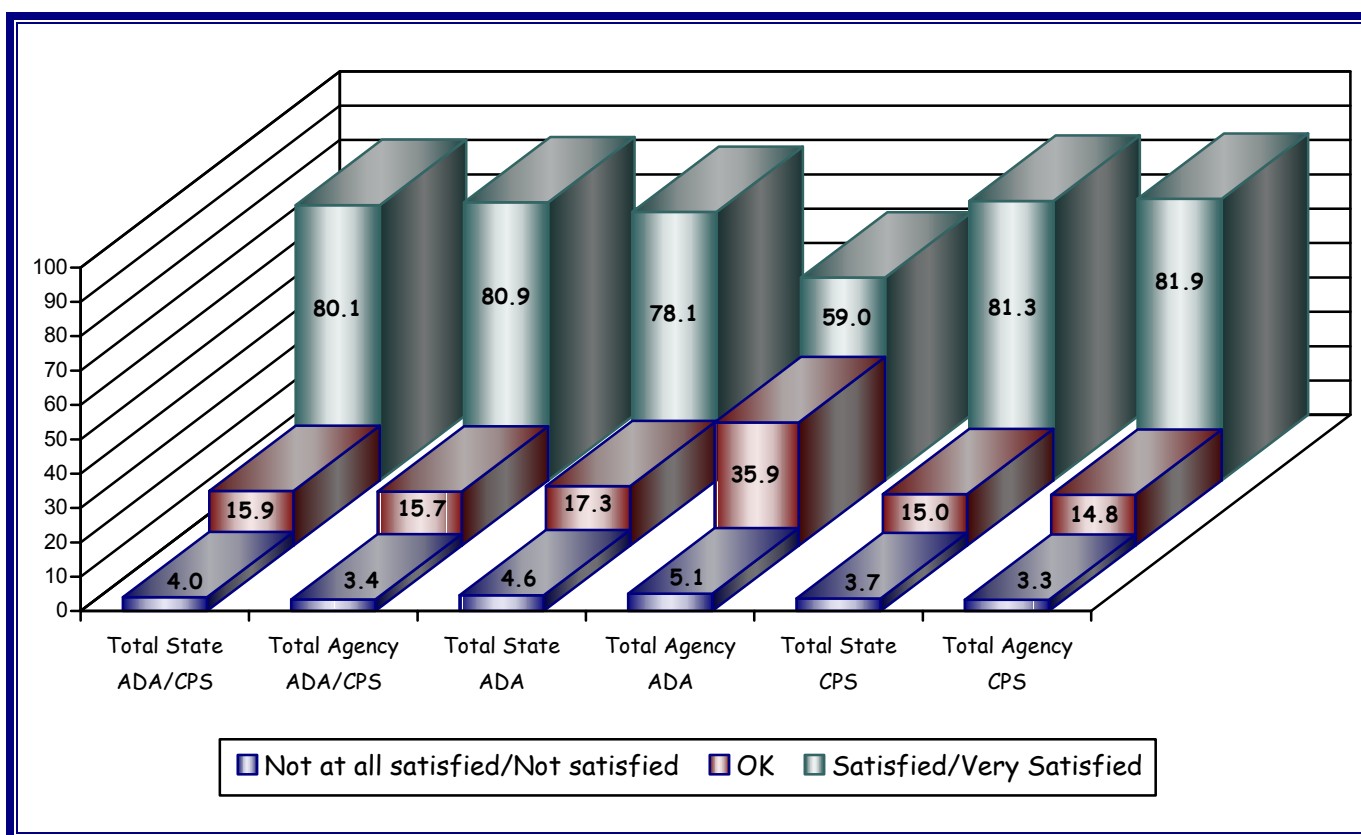
	Number Served April 2000	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
ADA/CPS					
Total State	36382*		8365	23.0%	
Total Agency	1842		961	52.2%	
ADA					
Total State	11246*		3037	27.0%	
Total Agency	49		40	81.6%	
CPS					
Total State	25136*		5328	21.2%	
Total Agency	1793		921	51.4%	
* Unduplicated Count					

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	7.8%	7.7%	5.9%	2.5%	8.9%	7.9%
If yes, do you use sign language?	9.6%	7.4%	6.7%	0%	10.6%	7.5%
If you use sign language, did this agency use sign language without the help of an interpreter?	12.1%	7.9%	63.6%	0%	9.4%	7.9%
If you use sign language and the staff did not sign to you, was an interpreter provided?	14.5%	10.0%	50.0%	0%	12.6%	10.0%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

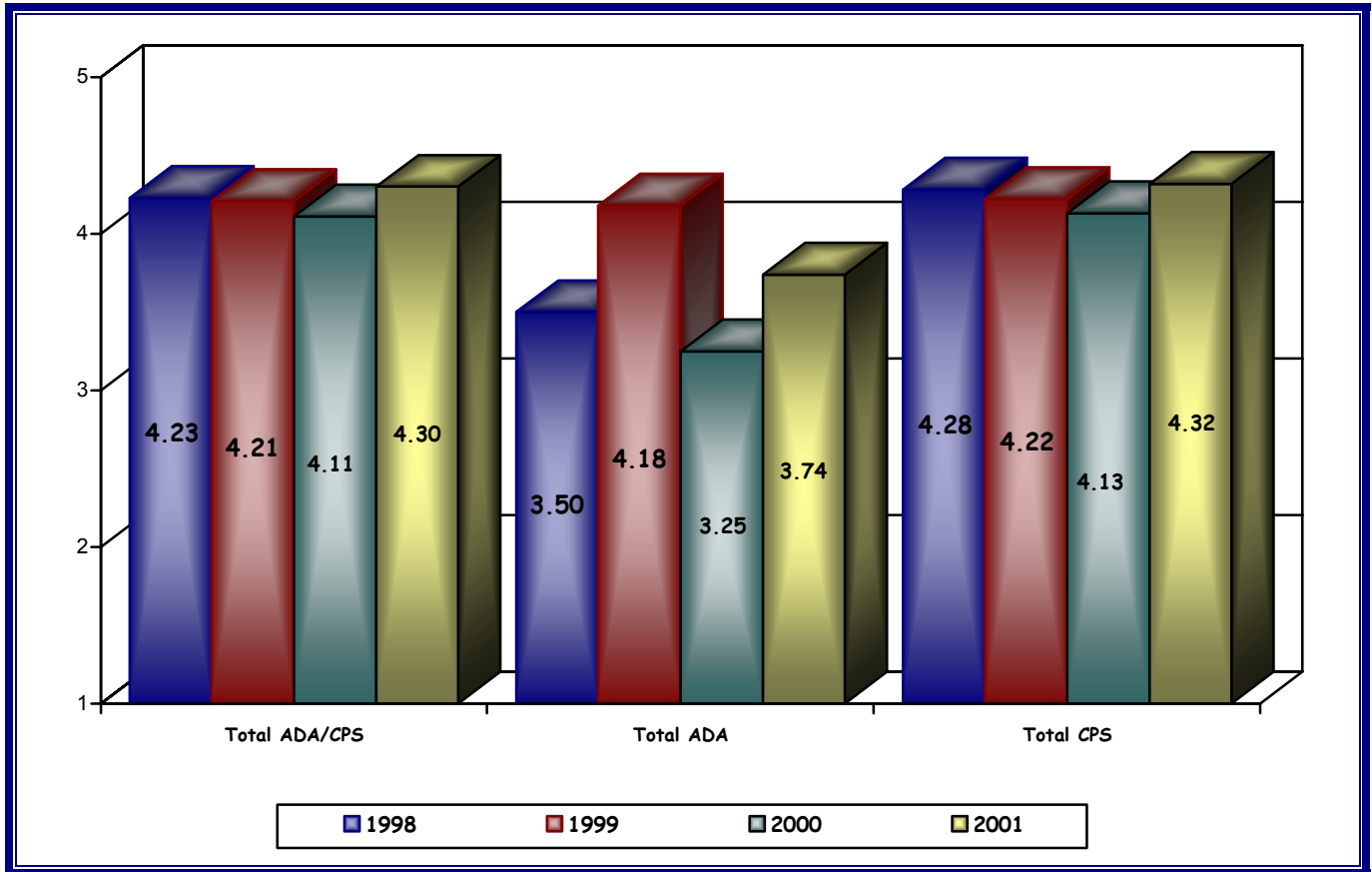
Some of the key findings were:

- Statewide, 80.1% of the consumers of ADA services and CPS services who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (80.9% for this agency versus 80.1% for the state).
- This agency's ADA program was rated lower (59.0% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (78.1%).
- This agency's CPS program was rated higher (81.9% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.3%).

Overall Satisfaction with Services

Service Means

Comparison of 1998, 1999, 2000, & 2001



Comparison of 1998, 1999, 2000 & 2001 Mean Ratings for the item
"How satisfied are you with the services you received?."

Some of the key findings were:

- The mean of the responses to the question "How satisfied are you with the services you received?" was 4.23 in 1998, 4.21 in 1999, 4.11 in 2000 and 4.30 in 2001.
- For this agency, the mean of the responses to the service question increased from year 1998 (mean = 4.23) to year 2001 (mean = 4.30).

Satisfaction with Services

How satisfied are you . . .	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.28 (8141)	4.33 (927)	4.22 (2965)	3.77 (39)	4.31 (5176)	4.35 (888)
with how much your staff know about how to get things done?	4.17 (8086)	4.26 (915)	4.07 (2961)	3.74 (39)	4.23 (5125)	4.28 (876)
with how staff keep things about you and your life confidential?	4.31 (8042)	4.37 (899)	4.27 (2960)	3.97 (38)	4.34 (5082)	4.39 (861)
that your treatment plan has what you want in it?	4.15 (7996)	4.22 (901)	4.11 (2933)	3.72 (39)	4.17 (5063)	4.24 (862)
that your treatment plan is being followed by those who assist you?	4.20 (7985)	4.28 (901)	4.15 (2924)	3.74 (39)	4.22 (5061)	4.30 (862)
that the agency staff respect your ethnic and cultural background?	4.33 (7771)	4.40 (863)	4.30 (2907)	3.82 (38)	4.35 (4864)	4.43 (825)
with the services that you receive?	4.26 (8062)	4.30 (913)	4.19 (2955)	3.74 (39)	4.30 (5107)	4.32 (874)
that services are provided in a timely manner?	4.16 (7201)	4.25 (917)	4.03 (2079)	3.41 (39)	4.22 (5122)	4.28 (878)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse and Comprehensive Psychiatric Services Programs reported that they were satisfied with the services they received (1=not satisfied...5=very satisfied).
- The ratings of the ADA and CPS Programs for this agency ranged from 4.22 to 4.40. The people were most satisfied with the staff's respect of ethnic and cultural backgrounds. They were least satisfied with the content of the treatment plan.

Satisfaction with Quality of Life

How satisfied are you . . .	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.56 (8046)	3.48 (917)	3.70 (2948)	3.18 (38)	3.47 (5098)	3.49 (879)
with where you live?	3.69 (7996)	3.67 (908)	3.74 (2928)	3.42 (38)	3.66 (5068)	3.68 (870)
with the amount of choices you have in your life?	3.51 (8035)	3.40 (911)	3.65 (2952)	2.78 (37)	3.43 (5083)	3.43 (874)
with the opportunities/ chances you have to make friends?	3.64 (7995)	3.53 (911)	3.85 (2943)	3.46 (37)	3.52 (5052)	3.53 (874)
with your general health care?	3.71 (7947)	3.72 (906)	3.74 (2909)	3.47 (34)	3.69 (5038)	3.73 (872)
with what you do during your free time?	3.61 (8017)	3.55 (912)	3.75 (2941)	3.24 (38)	3.53 (5076)	3.57 (874)
How safe do you feel...						
in your home?	4.07 (7804)	3.99 (869)	4.24 (2914)	4.03 (38)	3.97 (4890)	3.98 (831)
in your neighborhood?	3.88 (7744)	3.81 (851)	4.01 (2920)	4.03 (38)	3.80 (4824)	3.80 (813)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Division of Alcohol and Drug Abuse and the Comprehensive Psychiatric Services Programs (1=not satisfied...5=very satisfied).
- The consumers served by this agency's ADA and CPS Programs were most satisfied with safety in their home (mean of 3.99). They were least satisfied with the choices in their life (mean of 3.40).

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2001. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.